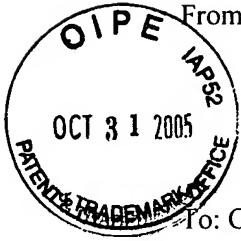


Oct 20, 2005

TFW
3711



From: Juan Carlos Miró
231 Turner av
Fullerton Calif 92833
Tel 714 525 9107

application no 10/021,788

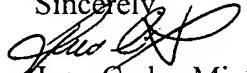
To: Commissioner for patents
P O box 1450
Alexandria, Virginia 22313-1450

Att commissioner:

I'm writing to you directly to place a complaint with you, against the examiner, and the supervisor of her department regarding the handling of my application for patent. No 10/021,788. In April of 2005 I wrote your office to inquire regarding my application status due to the fact, I had not received any update of correspondence regarding a Supplemental Application Data sheet submitted to your office on March of 2004. I was then advised two months later, that a response supposedly had been sent to me regarding my application. I immediately wrote back to advise that, I had not received any correspondence, and requested from the supervisor they immediately send a copy of the response. In that letter I pointed out to the supervisor that I had never missed a response or a fee, through out the three years, which I have been in the patent process. This was a simple request which should have been handled immediately if good customer service was a practice in your department, but I have also found through out the time the I have dealt with your department that customer service is extremely poor, whether by mail or phone, no one has answers, and few are willing to assist, they rather just transfer one to anyone else, and avoid providing good customer service. I'm once again requesting this directly from you. Please send a copy of whatever response was prepared that, I may proceed with my application without any further delays or fees. This would have been the easiest and quickest way to handle this simple issue. In the follow up letter to the supervisor as well as the initial letter. I requested to know who is responsible for complaints within your department. I asked where, and to whom directly I would file a complaint regarding the handling of my application. I guess your department does not handle any complaints they just ignore them. Employees are above accountability since they work for the federal government, right? Any private business would act promptly to respond to a consumer whom is talking about a complaint regarding their services. At no time did she responded nor dignify me with a simple answer. She never answered this request, a blunt disregard for consumer needs. Instead she waited, and took an excessively, and unacceptable amount of time by today's business standards to respond. The response came months later in a letter advising that my application is in the state of abandonment. I'm holding her, and the department, personally responsible for any damages, that may come as a result of their negligent, and excessively slow proceeding with regards to something so delicate, and important as a patent application. Your department takes, and unacceptable amount of time to respond, to any inquiry, and or submitted documents, is embarrassing, and unacceptable by today's business standards. You are charging a fee for these services as any other business. You should be providing customer service at the same level and quality as any private business. In the age of internet, fax machines, and high speed computers your department takes over six months to respond to a simple inquiry, and is negligent to act promptly to resolve a simple matter. Could it be that you are trying to create situations for additional fees from consumers? Or it is that you just don't care at

all. There are no signs of desire to assist the consumer, and promptly solve a simple matter, with proper customer service. The supervisor should have evaluated my application, and taking in consideration what I had mentioned, and requested in the letter. She should have printed a copy of the response, and sent that to me immediately. A simple customary customer service action would have avoided all this. Instead she carelessly waited for months to respond, and allow the application to go into abandonment. Regardless of the fact that she is federal government employee she should have regard for the consumer, whom is paying for these services. She should exhibit prompt, and positive customer service. In my letter I mentioned to her, that I had never missed a response, nor neglected to pay the proper fees required to continue the application process, and indicated I wanted to place a complaint. This did not make any difference to her at all no, regard for consumer rights. Now their negligence, lack of diligence, and blunt disregard for consumer service, to carry out their duties, has placed my application in this status. This is an abuse of your position as government employees towards consumers whom are dependent on your willingness to provide proper consumer services. Through out the time I have been in the patent process I have received time, after time, what I feel are extremely delayed responses from your office, negating the drawings submitted with my application. I'll have you know that these same drawings were submitted to the engineering department within the city of Fullerton for the establishment of a Heatball Court, and the engineers had no problems understanding or working with the drawings, they were approved by the city building department, for use in our court. Why it is your department is having so much trouble with these simple drawings? Are they incompetent? Also during the application process your department has repeatedly deny the claims on my application. Upon research of similar applications in the same classification for the same type inventions, I see that my claims are very similar, and include the same information, as other previously patented inventions in the same classification, yet the examiner continues to delay the issuing of the patent based on these issues. I have copies of these documents, and will be using them in my action against your office. As I stated in the beginning of this letter regardless of the fact that you work for the Federal Government any person is still liable for incompetence, and negligence in the performance of their jobs which causes others harm. I will be holding them accountable. As stated previously, there is no excuse in our day, and age to proceed so slowly, and carelessly regarding something as important as a patent. Once again I'm requesting you look into this matter at once, and provide me with a response within two weeks which is what would be expected from any private business handling any matter of similar nature. The matter is of urgent importance, and requires immediate attention. I will also forward a copy of this letter to the local journalistic community in my area, as well as in the Washington D C area, to bring awareness of the lack of respect for consumers, from certain Federal institutions employees whom feel they don't have to provide proper customer service to the paying consumer. Customer service at the same level, and quality as it's expected from any private business. I guess Abraham Lincoln's favorite phrase. "Government for the people, By the People" is forgotten by your employees. In your office the Government is for the abuse of the people rights to basic customer service.

Sincerely,


Juan Carlos Miró.

copy of previous letter



July 16, 2005

From: Juan Carlos Miró
227 Edward av
Fullerton California 92833

Application no. 10/021,7888

To: Commissioner for Patents
P. O Box 1450
Alexandria, Virginia 22313-1450

At: Carolyn Brown

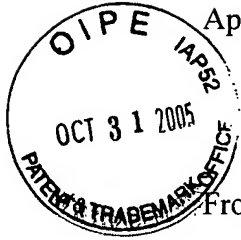
In your setter dated 6/30/2005 states a mailing took place on 10/18/2004. I've been working with the office for patents since 2000. I filed a provisional application in 2000 and since, I have never missed a fee or a mailing or a response. As I stated in my previous letter I have not received anything from your office since I submitted my last response in early 2004. Could you please send copy of any documentation that was sent at that time, that, I may proceed to complete my application. Also in my previous letter I requested information regarding placing a notice of complaint regarding the various items which I'm not pleased with regarding the handling of my application, please provide this information if its available to you, if not forward to the proper department.

Thank You,

A handwritten signature in dark ink, appearing to read "Juan Carlos Miró".

Juan Carlos Miró.

Copy of Previous letter



April, 10, 2005

From: Juan Carlos Miró
227 Edward av
Fullerton California 92833

Application no. 10/021,7888

To: Commissioner for Patents
P. O Box 1450
Alexandria, Virginia 22313-1450

At: Commissioner

This letter is to request an update as to the status of my application for patent, regarding my invention, a new sport and game called Heat ball. I'm also requesting specific information regarding the procedure I must follow to file a complaint against the patent office as I'm very displeased with regard to the amount of time it has taken to finalize my application and I don't agree with the various requirements and corrections that have been asked regarding my application through out this patent process.

Sincerely,

Juan Carlos Miro.